



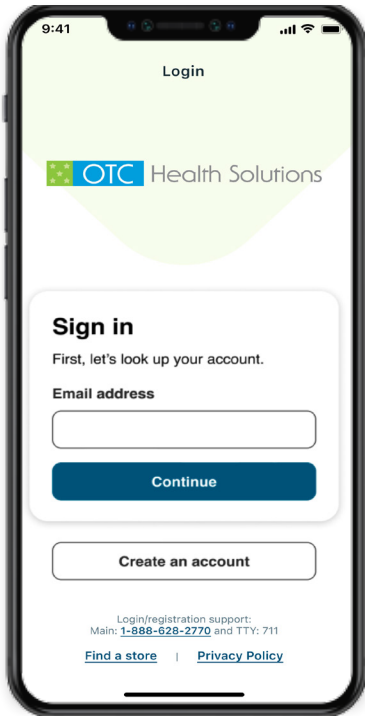
**2024**  
**Over-the-Counter (OTC) Item Catalog**

**Please keep this valuable booklet nearby. You'll need it to look up the OTC items you want to order. It also contains step-by-step instructions on how to order online, by phone or use your OTC benefits in store.**

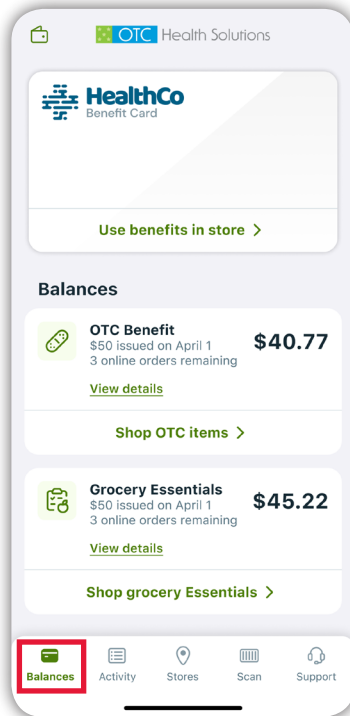


# New! The OTC Health Solutions App

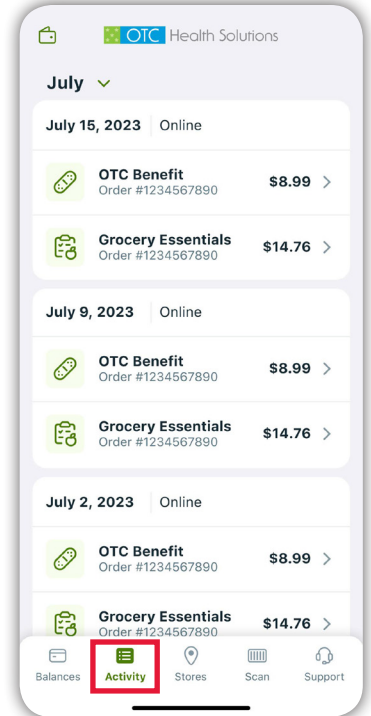
Get the most out of your benefit using our mobile app! Simply download the OTC Health Solutions app from the App Store (iOS) or Google Play (Android), to get started. This app will allow you to scan and view the items offered, process an order, view past orders, and view account information.



Sign in or create an account

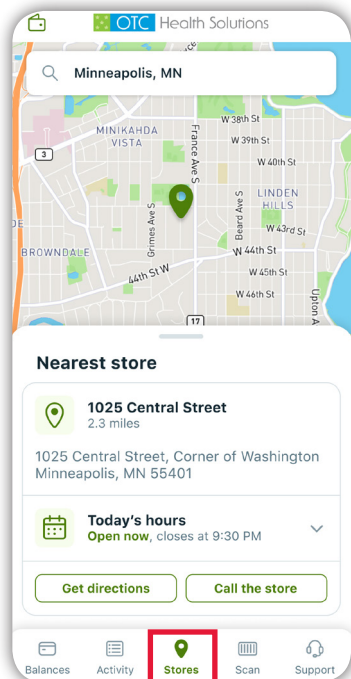


View the balance of your benefits

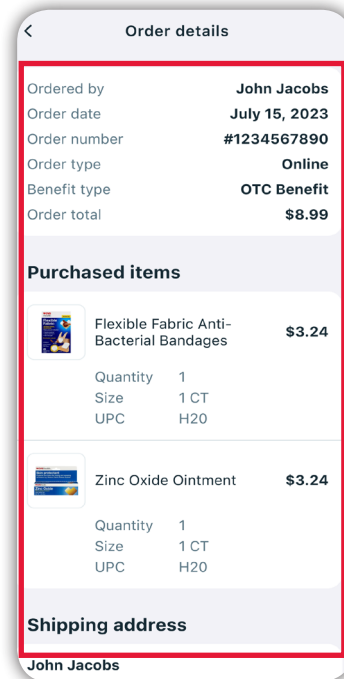


View your order history

## Helpful tools:



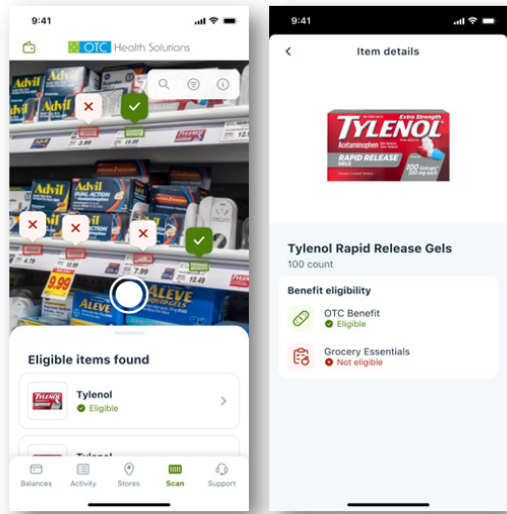
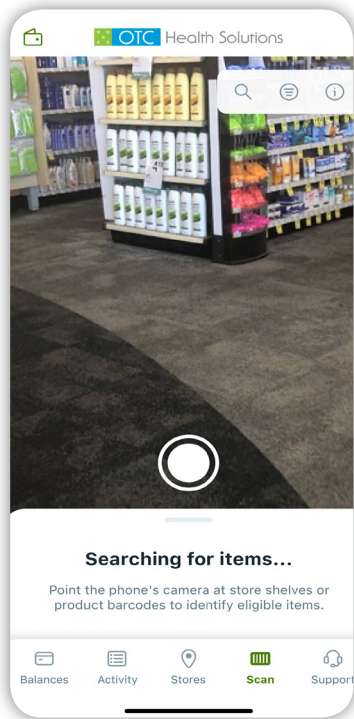
Store locator



View past order details, tracking information and current order status details

# The OTC Health Solutions App in store

The OTC Health Solutions App makes it more convenient and quick to ring up items at a store. It is as easy as 1, 2, 3.



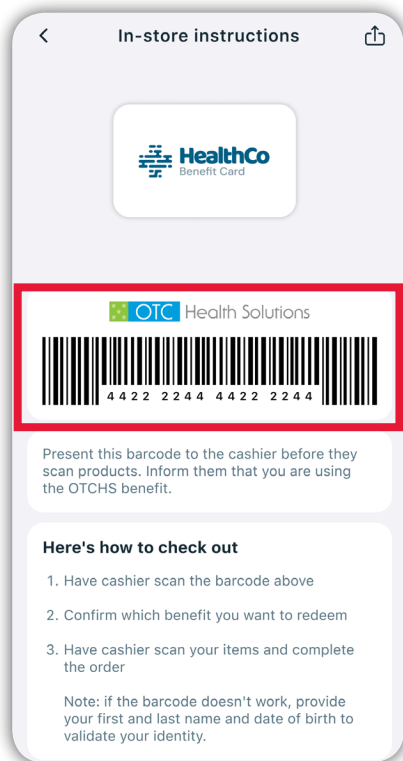
• Approved items



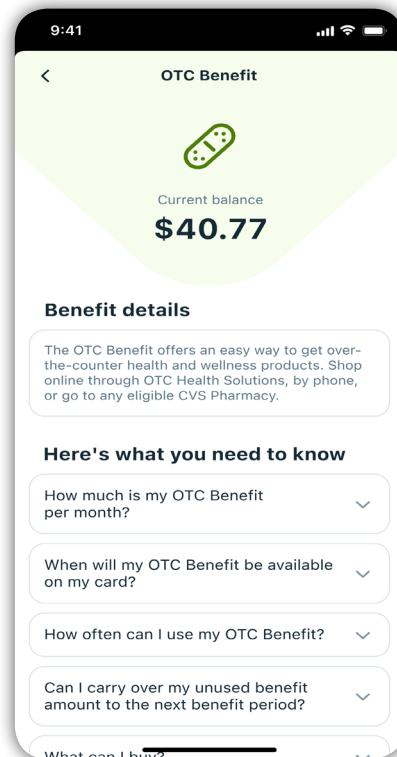
• Non-approved items



1. Scan or enter the items' barcode inside of the store to confirm if it is approved.



2. Show the cashier your digital barcode for faster check out.



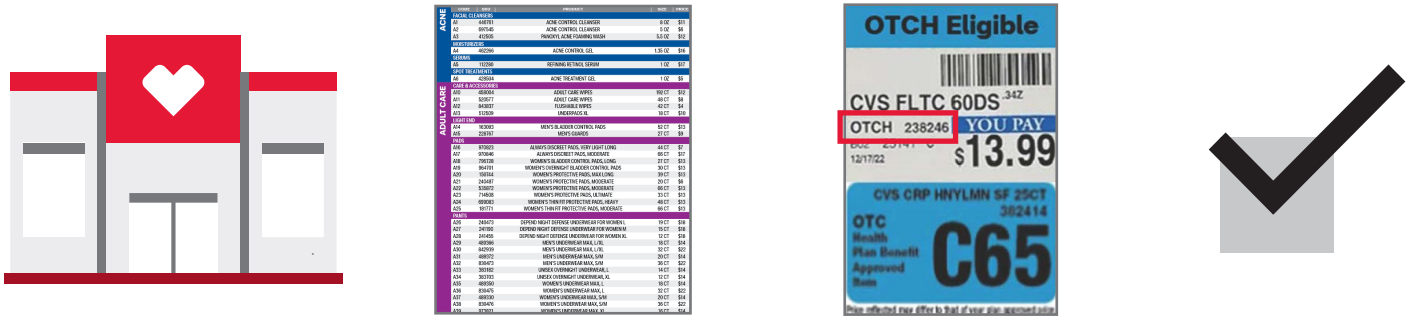
3. After every order you can check your remaining balance and additional FAQs.

# Three convenient ways to place an order.

## #1 In Store:

### How to use your OTCHS (OTC Health Solutions) benefits in store:

- Visit a CVS Pharmacy® store (excluding Target, Schnucks and select other CVS Pharmacy® locations).
- Find approved items. Only the items in this booklet are available to order.
- Look for the “OTCH” indicator and review the SKU number to check if the item qualifies. Items can be found in the OTCHS section, throughout the aisles. You can also use the OTC Health Solutions App to scan the item’s label to confirm if it is approved.
- Go to any register to check out and give the cashier your first name, last name, and date of birth or present the cashier with your bar code in the OTC Health Solutions App.



Visit your nearest CVS Pharmacy store.

Find approved items available through your plan's booklet.

Look for the blue labels containing the OTCH indicator, SKU number or by scanning with the OTCHS App to confirm item eligibility.

Go to any register to process your order.

CODE	SKU	PRODUCT	SIZE	PRICE
A25	981751	CETIRIZINE 10MG SOFTGELS	40 CT	\$24
A53	444236	CETIRIZINE 10MG TABLETS	14 CT	\$11
A3	444238	CETIRIZINE 10MG TABLETS	30 CT	\$10
A27	444255	CETIRIZINE 10MG TABLETS	45 CT	\$24
A47	571851	CETIRIZINE 10MG TABLETS	365 CT	\$58

**Look for “OTCH” followed by the 6-digit SKU number and match it to your plan catalog.**

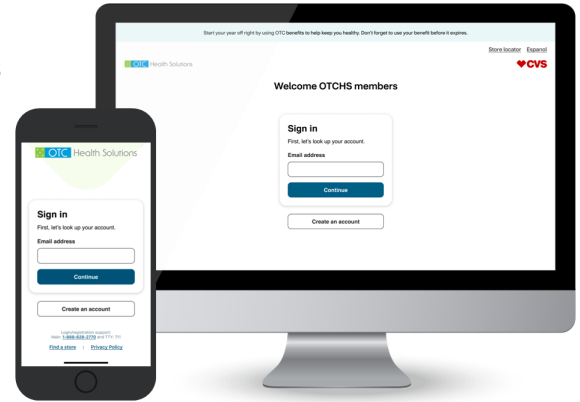
**PLEASE NOTE:** The regular retail price in the store may vary. For prices that apply when you use your OTC benefits, please consult this booklet. Booklet prices cannot be combined with promotional offers or ExtraBucks® Rewards. Not all products will be carried in all CVS® stores.

## #2 Online:

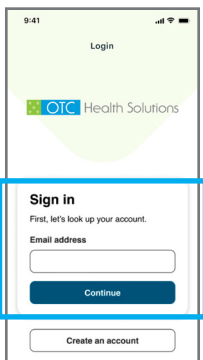
If it is your first time placing an order online, you will need to create an account. If a member shares an email address with a spouse or caregiver who also has an OTC account, they will only be able to make one account. It is no longer necessary to use a separate email address if you are eligible for multiple stipend benefits.

### How to place an order online:

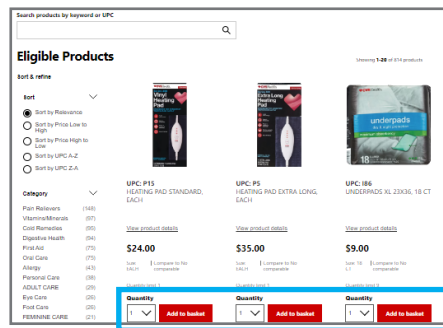
- Search for the OTCHS website:  
<https://www.cvs.com/benefits>.
- After you sign in, your benefit amount and balance will show. Select the benefit you would like to shop for.
- Search through the available items and add to your basket. Your total and balance will be shown. Once you are ready to place your order, select “Checkout”.
- Confirm the shipping information and then select “Place Order”.
- You will be directed to the Order Summary. This page will show you the order number, shipping address, the date the order was processed, and the delivery timeframe.



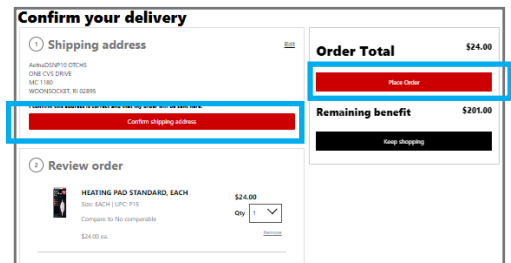
You will receive emails with the latest status updates as your order is processing.



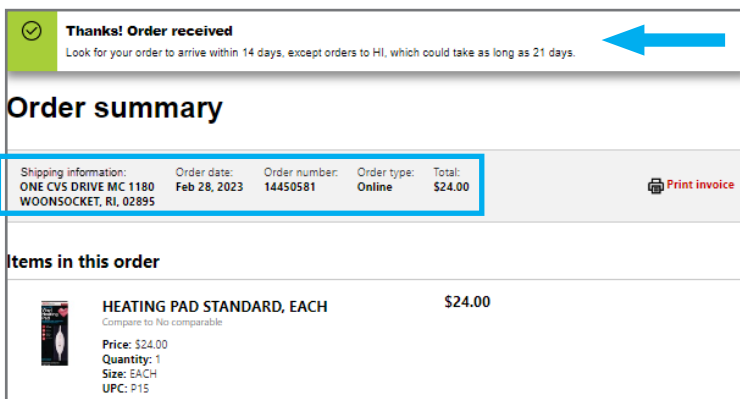
Sign in to your account.



Browse through the items and add to your basket.



Confirm shipping information and place your order.



The Order Summary page will appear. This will allow you to see the order number, shipping address, date of the order, and delivery timeframe.

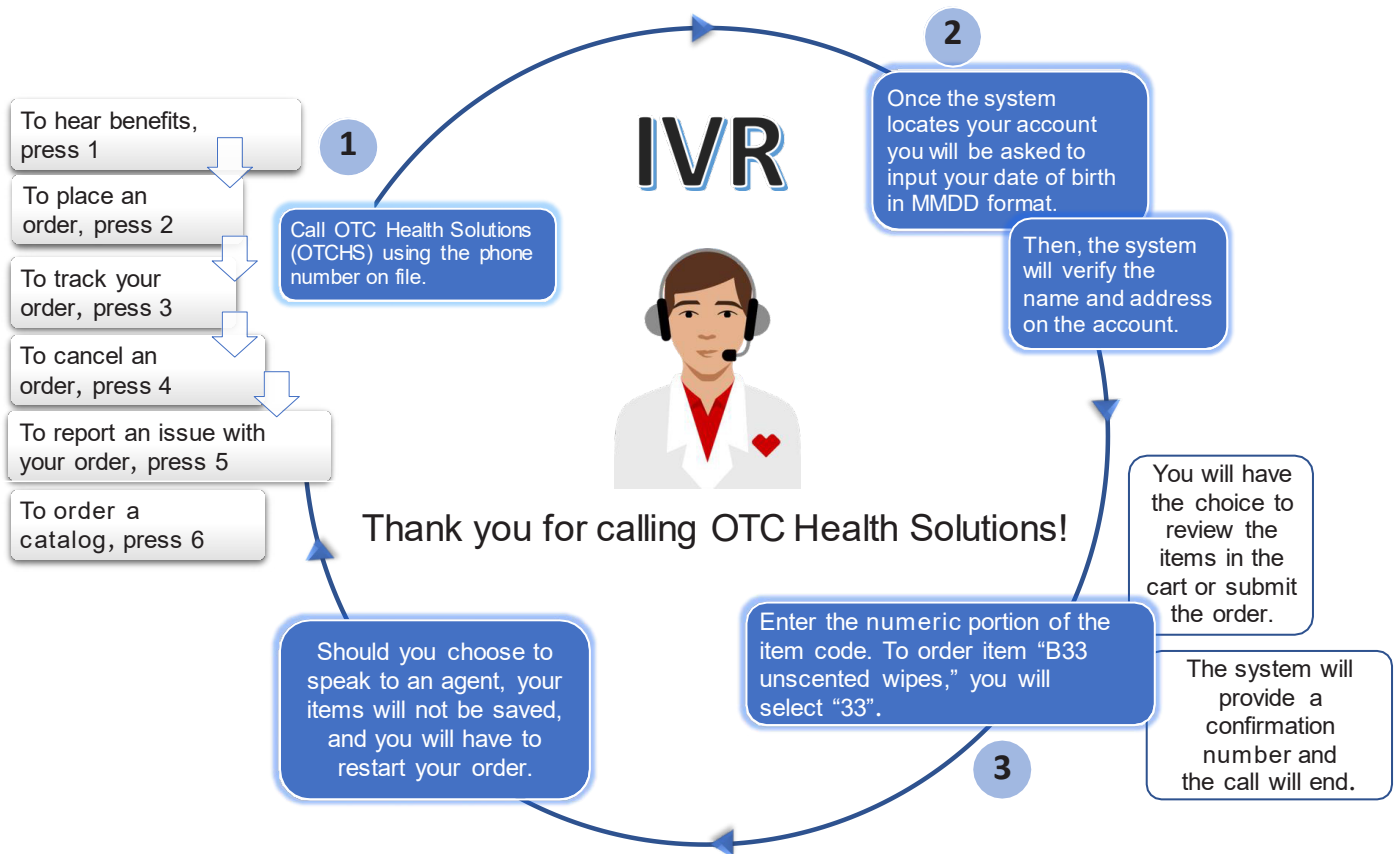
**IMPORTANT:** Orders for each benefit period must be placed by 11:59 PM ET of the last day of the benefit period. Orders can only be cancelled within 30 minutes after being processed. Please review the order frequency limits located in the FAQs to avoid missing benefit amounts.

### #3 By Phone:

Orders can be placed by calling **1-888-628-2770 (TTY: 711)**. You can talk to an agent Monday to Friday, from 9 AM to 8 PM local time. Please have your order ready before you call.

#### How to place an order by phone (IVR system):

- Call OTCHS using the phone number on file. The phone number on file is provided to OTCHS by your health plan. If you wish to use a different number to order through the IVR system, you can provide the alternative number to an OTCHS agent so it can be added to your account.
- Please enter the number of the item code.  
**Example:** If you want to order item “B33” you will enter “33” and wait for the system to repeat the item. The system will read back the item name, quantity, and ask if the selection is correct. Please let the system finish the prompt before you make your selection.
- Once the order is complete, you will have the choice to review and edit the items in the cart, submit the order, or speak to an agent. Should you choose to speak to an agent, your items will not be saved and you will have to restart your order.



**RETURN POLICY:** Due to the personal nature of the products, no returns or exchanges are allowed. If you haven't received your order or if you received a defective or damaged item, please call OTC Health Solutions within 30 days of placing your order.

- If your item is not in stock, an item of similar or greater value may be substituted in your order.

## Frequently asked questions:

### Where can I find my member ID number?

It can be found on the front of your health plan ID card. Refer to page 10 for additional instructions on how to locate it.

### What is the Over-the-Counter (OTC) benefit?

The benefit lets you get over-the-counter items by going to any allowed stores. You can also order by phone at **1-888-628-2770 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM local time or online at <https://www.cvs.com/benefits>. You order from a list of approved items, and it will be sent to your address.

### How much is my OTC benefit?

You have \$20 per month.

### How often can I use my OTC benefit?

Your OTC benefit can be utilized once throughout the month.

### Can I carry over unused benefit amount to the next benefit period?

Benefit amounts do not carry over.

### Can I order more than my benefit amount?

You can't order more than your benefit amount online or by phone. However, you may go over your benefit amount at any allowed CVS Pharmacy® store and pay the difference out of pocket.

### Are all items available at the stores?

Not all items are available in stores. Items marked with a “☒” in the catalog can only be ordered over the phone or online.

### Is there a limit on the number of items I can order?

There is no limit on the number of items you may order. You can order up to three of the same item, per month. There are some items that have special limits. These are marked with a “★” or “■” in the catalog.

### How long will it take to receive my order?

Most orders will arrive in less than 7 business days. It may take longer during peak volume periods as well as for orders that have hazardous items. If you have not received your order within 14 days please call OTC Health Solutions at **1-888-628-2770 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM local time.

### Can I cancel my order once it has been placed?

Orders can only be cancelled within 30 minutes after being placed. To cancel an order, you can use the automated IVR system or talk to an agent.

### How do I confirm my order was placed?

Once the order is placed, you will receive an order number. Access to order history is also available in the portal/app. Always keep your order number.

### Can I track my order?

You can use our automated IVR system to track an order. If your phone number or email was added to your account, you will also receive email/text updates. You can also view tracking information through our OTCHS portal/ app.



**How can I receive another copy of this booklet?**

You will get a digital copy of the booklet when you receive status updates through email or text. You can also contact Member Services with the number on your ID card to request one. Access to digital booklet will also be available in the Support tab in portal/app. A digital copy will also be available in the support section of the portal/ app.

**Where can I get additional information about the products?**

In this booklet you will find SKU numbers that can be used at <https://www.cvs.com> to look up the images and item details.

**How will the items be shipped?**

Items are shipped via UPS to your home at no cost to you.

**Can I return items and receive cash as reimbursement?**

No, you receive an allowance from your health plan to spend on eligible OTC items, there are no cash reimbursements allowed through program.

**What is the IVR used for?**

You can always use our automated IVR system 24/7 to:

- Place an order
- Track an order
- Cancel an order
- Hear benefit information
- Order a booklet

**Additional notes:**

- To order certain vitamins, it is advised that you talk to your doctor before you place an order. These are called “dual-purpose items” which are marked with a “▶”.
- Items in this booklet are for personal use and can only be ordered for the member.

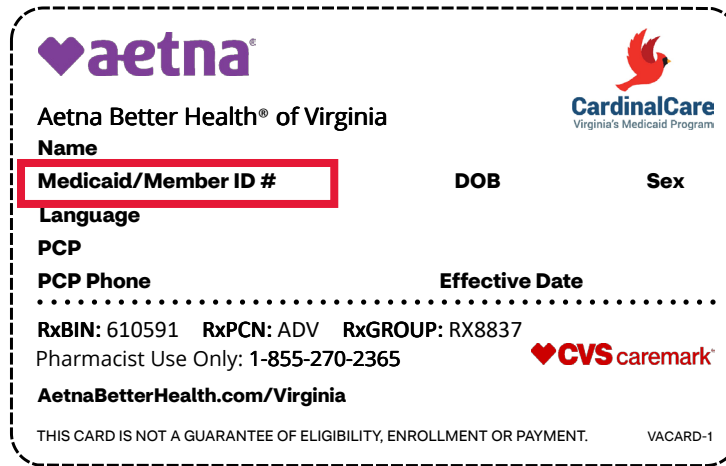
**If you have not received your items within 14 days after ordering, please call: 1-888-628-2770 (TTY: 711), Monday to Friday, 9 AM to 8 PM local time.**



# Need help?

## Get help locating your member ID

To log in or create an account online you can find your member ID on your insurance card. Refer to the example card shown.



## Walkthrough videos

Scan the QR codes below to watch a walkthrough video on how to place your orders in store or online.

How to place an order in store



How to place an order online



# Favorite Items



**Women's thin fit protective pads, moderate**

CODE A25  
SKU 181771



**Feminine cleansing wash**

CODE F61  
SKU 167765



**Adult care wipes**

CODE A10  
SKU 458004



**Ultra thin pads with wings regular**

CODE F59  
SKU 836891



**Underpads xl**

CODE A13  
SKU 512509



**Tampons multipack**

CODE F78  
SKU 416639



**Miconazole 1 day vaginal insert and cream**

CODE F80  
SKU 721062



**Itch relief vaginal creme**

CODE F62  
SKU 318718



**Hand sanitizer with aloe**

CODE P106  
SKU 598625



**Menstrual pms relief**

CODE F66  
SKU 740732

**ADULT CARE**

CODE	SKU	PRODUCT	SIZE	PRICE
<b>CARE &amp; ACCESSORIES</b>				
A10	458004	ADULT CARE WIPES	192 CT	\$12
A11	520577	ADULT CARE WIPES	48 CT	\$8
A12	843837	FLUSHABLE WIPES	42 CT	\$4
A13	512509	UNDERPADS XL	18 CT	\$10
<b>PADS</b>				
A16	970823	ALWAYS DISCREET PADS, VERY LIGHT LONG	44 CT	\$7
A17	970846	ALWAYS DISCREET PADS, MODERATE	66 CT	\$17
A18	795728	WOMEN'S BLADDER CONTROL PADS, LONG	27 CT	\$13
A19	964701	WOMEN'S OVERNIGHT BLADDER CONTROL PADS	30 CT	\$13
A20	150744	WOMEN'S PROTECTIVE PADS, MAX LONG	39 CT	\$13
A21	240487	WOMEN'S PROTECTIVE PADS, MODERATE	20 CT	\$6
A22	535872	WOMEN'S PROTECTIVE PADS, MODERATE	66 CT	\$13
A23	714508	WOMEN'S PROTECTIVE PADS, ULTIMATE	33 CT	\$13
A24	699083	WOMEN'S THIN FIT PROTECTIVE PADS, HEAVY	48 CT	\$13
A25	181771	WOMEN'S THIN FIT PROTECTIVE PADS, MODERATE	66 CT	\$13
<b>PANTS</b>				
A33	383182	UNISEX OVERNIGHT UNDERWEAR, L	14 CT	\$14
A34	383703	UNISEX OVERNIGHT UNDERWEAR, XL	12 CT	\$14
A35	489350	WOMEN'S UNDERWEAR MAX, L	18 CT	\$14
A37	489330	WOMEN'S UNDERWEAR MAX, S/M	20 CT	\$14
A39	973821	WOMEN'S UNDERWEAR MAX, XL	16 CT	\$14

**FEMININE CARE**

<b>FULL SIZE PADS</b>				
F51	872990	KOTEX CLEAN WEAR ULTRA THIN PADS WITH WINGS	18 CT	\$7
F52	872985	KOTEX CLEAN WEAR ULTRA THIN PADS WITH WINGS HEAVY	16 CT	\$7
F53	927025	MAXI PADS LONG SUPER	42 CT	\$4
F54	692443	MAXI PADS REGULAR	48 CT	\$4
F55	127200	MAXI PADS WITH WINGS LONG SUPER	32 CT	\$4
F56	842800	MAXI PADS WITH WINGS OVERNIGHT	36 CT	\$6
F57	911826	STAYFREE MAXI PADS SUPER	48 CT	\$9
F58	872912	ULTRA THIN PADS LONG SUPER	40 CT	\$4
F59	836891	ULTRA THIN PADS WITH WINGS REGULAR	36 CT	\$4
<b>INTIMATE CLEANSING</b>				
F60	289061	CLEANSING WIPES FLUSHABLE FRAGRANCE FREE	32 CT	\$5
F61	167765	FEMININE CLEANSING WASH	12 OZ	\$7
F62	318718	ITCH RELIEF VAGINAL CREME	1 OZ	\$6
<b>MEDICATION</b>				
F66	740732	MENSTRUAL PMS RELIEF	32 CT	\$7
<b>SMALL SIZE PADS</b>				
F72	470890	THINX FOR ALL MENSTRUAL BRIEFS BLACK L	1 CT	\$17
F73	664121	THINX FOR ALL MENSTRUAL BRIEFS BLACK M	1 CT	\$17
F74	625028	THINX FOR ALL MENSTRUAL BRIEFS BLACK S	1 CT	\$17
F75	501914	THINX FOR ALL MENSTRUAL BRIEFS BLACK XL	1 CT	\$17

CODE	SKU	PRODUCT	SIZE	PRICE		
<b>TAMPONS</b>						
F78	416639	TAMPONS MULTIPACK	34 CT	\$6	<b>FEMININE CARE</b>	
<b>VAF</b>						
F79	142811	CLOTRIMAZOLE 3 DAY VAGINAL CREAM	1 CT	\$17		
F80	721062	MICONAZOLE 1 DAY VAGINAL INSERT AND CREAM	1 CT	\$18		
F81	333336	MICONAZOLE 7 DAY VAGINAL CREAM	1 CT	\$11		
<b>HAND SANITIZER</b>						
P104	799023	HAND SANITIZER	2 OZ	\$2	<b>PERSONAL CLEANSING</b>	
P105	783753	HAND SANITIZER	8 OZ	\$4		
P106	598625	HAND SANITIZER WITH ALOE	8 OZ	\$4		
P107	669862	PURELL HAND SANITIZER	4 OZ	\$4		





